Defense Information Systems Agency

A Combat Support Agency

DISA Quality Management Program

Operations DISA Circular Review

August 2011

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Quality Management Process

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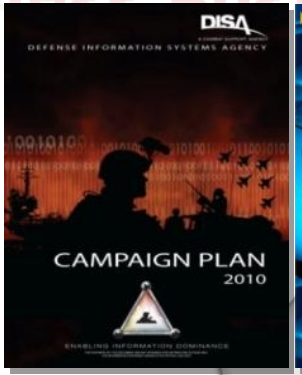
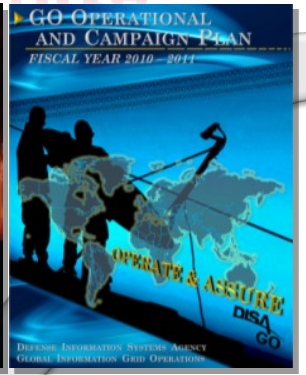
Readiness Posture





- Navy
- Air Force
- Army
- CJCSI

- DISA Circulars
- Policy
- Standards
- TTPs
- Instructions

Mission Support

DRRS

Readiness

- Prioritization
- Resources
- Feedback

Change Management

- JTIMS; JLLIS

AARs from COCOM Exercises

- Commissioning; Verify; Validate

Performance Evaluations

Measure

Metrics

- DSN/DRSN
- NIPR
- SIPR
- JWICS
- VTC
- Non-DISN Services

Trending and Analysis

Agency Mission Essential Task List

MISSION
(COCOM PLANS; IPLs; JMETs)

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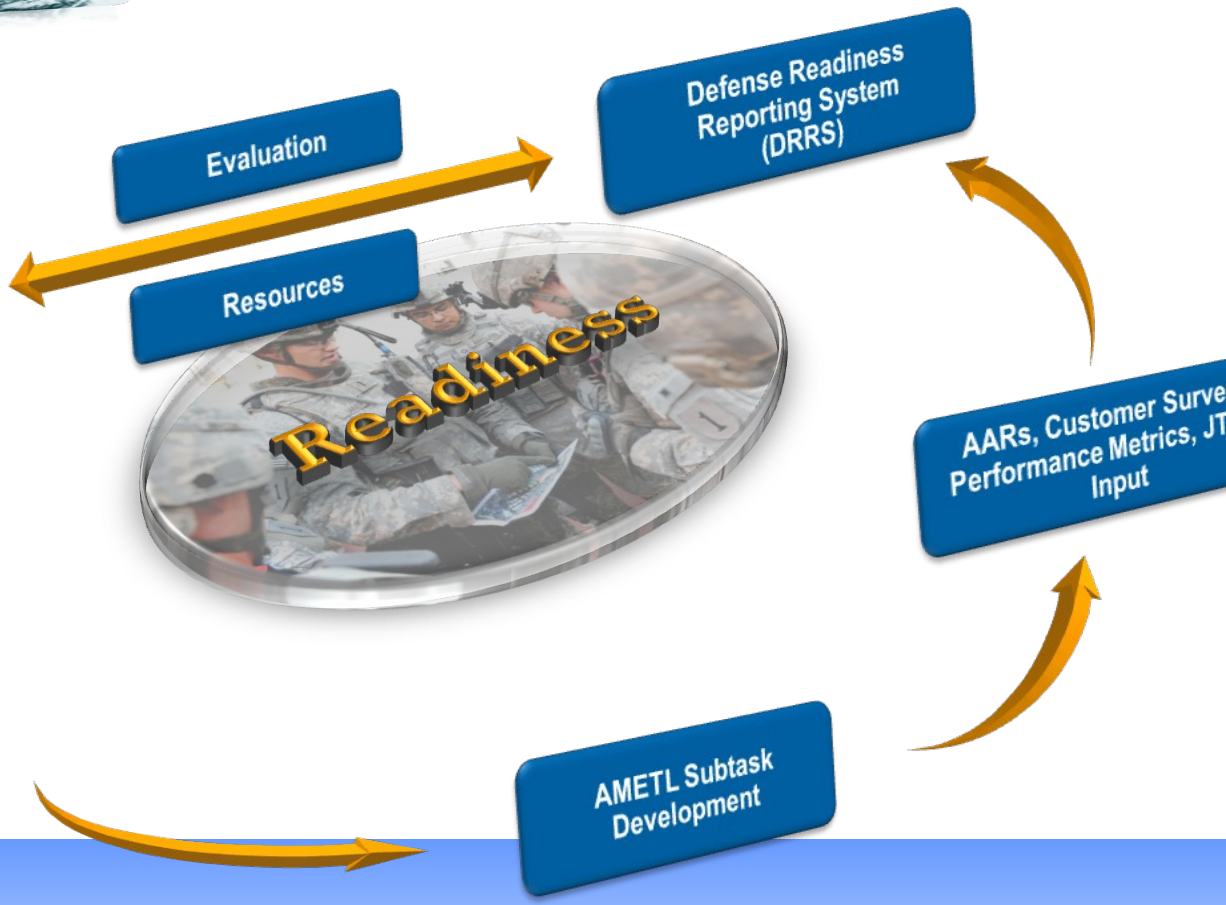
Mission Essential Task List Development

- **MET 1** – Deliver joint and coalition enterprise infrastructure, information sharing services, and command and control that enable joint warfighting
- **MET 2** – Operate, assure, and sustain the enterprise infrastructure and information sharing services, and enable Command & Control
- **MET 3** – Deliver and operate reliable, integrated capabilities in support of national decision making and national nuclear command capabilities
- **MET 4** – Deliver end-to-end enterprise-wide systems engineering for the GIG, and testing to ensure joint interoperability
- **MET 5** – Provide electromagnetic spectrum planning, coordination, deconfliction, and management services to enable DoD global operations
- **MET 6** – Recruit and ensure the well being of our people
- **MET 7** – Acquire, manage, and defend financial resources
- **MET 8** – Provide telecommunications and IT contracting services



DISA-Wide Trend and Analysis Performance Process/Capability

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Sensors, Performance Measures, Tickets

DRSN
VOICE
APPLICATIONS
IP
DATA
SYSTEMS
COLLAB
VTC
SERVICES
DSN

Improve, Filter and Correlate DISA-Wide Metrics

Synchronize, Standardize and Integrate

Establish Situational Awareness Changes, Quality and Identify Systemic Issues

Change Management Decisions

Agency Performance Management Review (Director) *Monthly*

Customer Satisfaction Surveys

- Users
- Services
- COCOM

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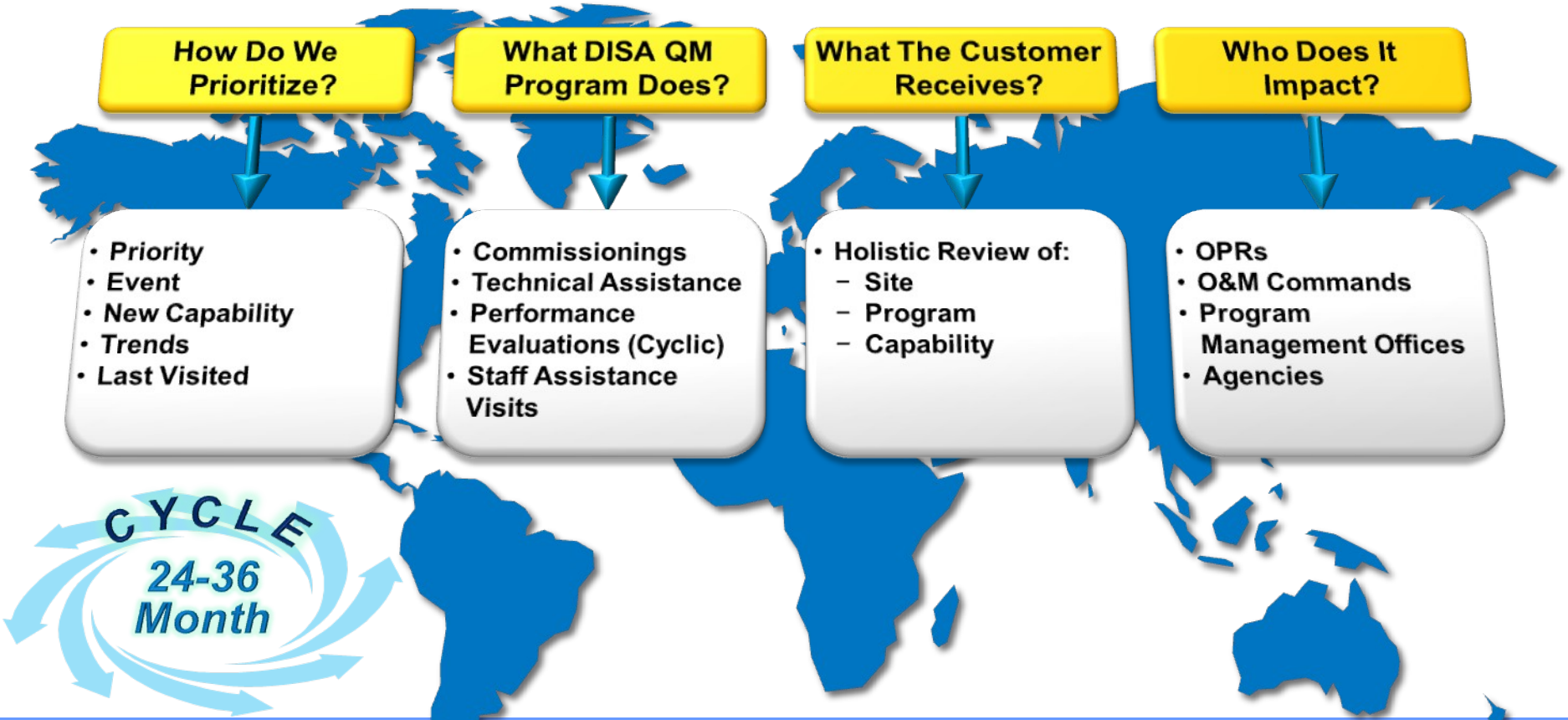
Site Evaluations



Warfighter & Readiness

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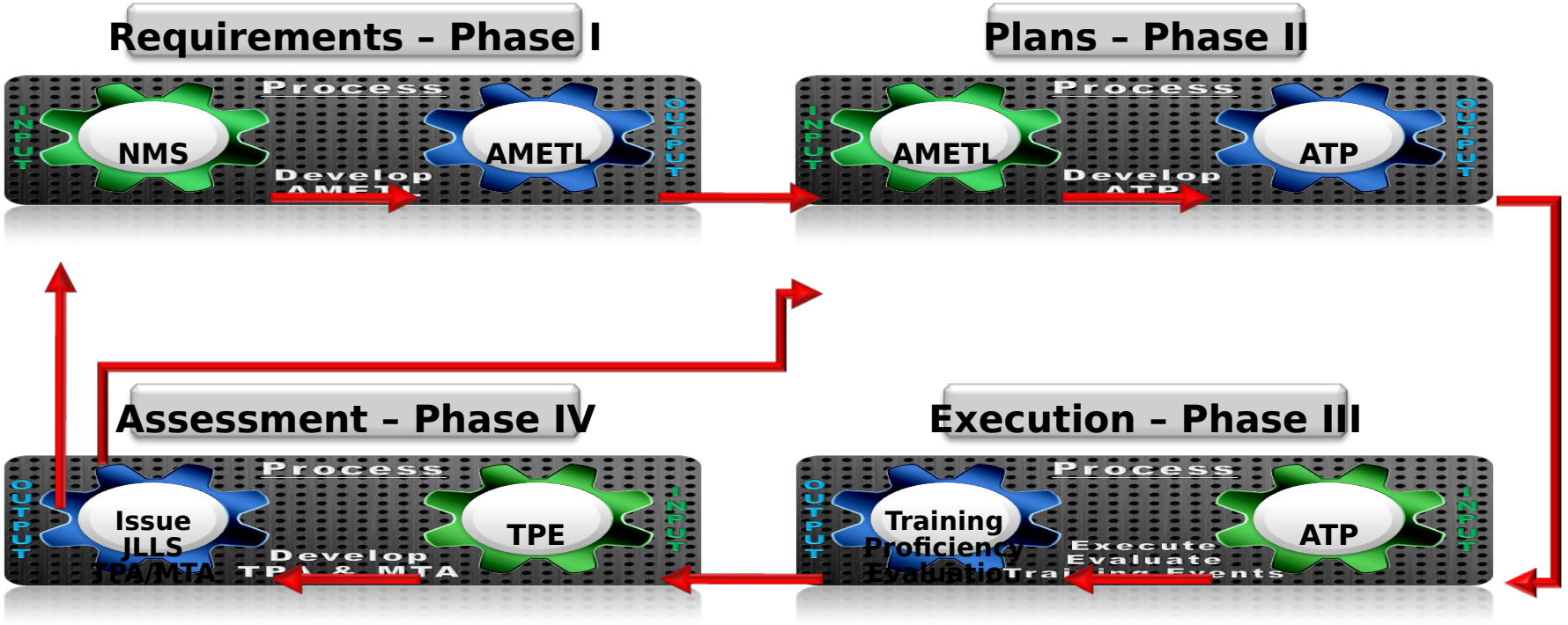
Joint Training System Phase Process



- AMETL – Agency Mission Essential Task List
- ATP – Agency Training Plan
- JLLS – Joint Lessons Learned System
- MTA – Mission Training Assessment
- NMS – National Military Strategy
- TPA – Training Proficiency Assessment
- TPE – Training Proficiency Evaluation

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Change Management Policies and Standards

- **DISAC 310-70-57 May 2009** [Defense Information Systems Network (DISN) Quality Assurance (QA) Program]
  - Newly revised
- **DISAC 310-70-1 Jun 1998** (Tech Control)
  - Status: Final editing by COS office before release
- **DISAC 310-55-1 May 2002** (Status Reporting)
  - Status: Draft completed staffing for internal review.
- **DISAC 310-70-1(S1) Apr 1998** (DII Technical Control Test Descriptions)
  - Status: Final draft sent for internal review.

Change Management Policies and Standards (cont.)

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- **DISA Workmanship Standard –*New Circular***
  - New collective requirement of NS, GE, and GO to establish singular doctrinal references for installation practices of DISA systems.
- **DISAC 310-55-9 Jul 2006** (Base Level Support for DISN)
  - Status: Network Services preparing for transfer to GO as OPR.
- **DISAC 220-15-1 Oct 2009** (DISA DISN Facility of the Year Awards)
  - Status: Draft completed internal coordination in progress

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Sustained Readiness for *The Next Engagement*

DEFENSE INFORMATION SYSTEMS AGENCY